



Town Government Services

Leesburg residents receive a multitude of high-quality services, including:

- **water and sewer**
- **weekly curbside trash collection and recycling**
- **brush pick-up**
- **pick-up of large items like appliances or furniture**
- **66 miles of clean and well-maintained streets**
- **responsive snow removal**
- **leaf collection**
- **over 16 current and future neighborhood and community parks on more than 380 acres**
- **basketball courts**
- **athletic fields**
- **a skatepark**
- **playgrounds**
- **recreation programs**
- **a full-service recreation center**
- **seasonal special events**
- **public parking facilities**
- **street lights**
- **miles of curbs**
- **sidewalks and storm drains**
- **24-hour police protection**
- **fire hydrants**
- **zoning enforcement**
- **a general aviation airport**
- **a history and genealogy library, and much more**

NOTES & NUMBERS

A DIRECTORY OF POPULAR LEESBURG GOVERNMENT SERVICES, FROM A TO Z!

Airport-Leesburg Executive Airport is a general aviation airport located at 1001 Sycolin Rd SE. Contact 703-737-7125.

Block Parties- Requests to block streets require Town approval. Contact Police at 703-771-4500.

Brush pickup- Town wide brush service is each Tuesday. Brush must be less than 6" in diameter by 6' in length. Contact 703-737-7073.

Business License- Any business operating in town is required to obtain a business license, 703-771-2715. There may also need to be a home occupation permit, sign permit, or some other registration, so contact 703-771-2765.

Building/Construction/Renovation-Related Permits - In general, a town permit is required in most instances when a county permit is required- building, significant interior renovation, decks, etc. This includes occupancy permits, home occupation permits, and use permits. There may also be historic preservation requirements to comply with. For more information, contact Planning and Zoning, 703-771-2765.

Cable TV- For service or billing problems contact Adelphia directly at 571-434-1730. If after contacting Adelphia you cannot reach resolution, contact the Town Manager's Office at 703-771-2709.

Crime Line- Leesburg Police and Crime Line, Inc., a volunteer-based non-profit, invite you to help solve crime! Call Crime Line, the 24-hour non-emergency telephone line, to help report tips or information on cases. Callers may remain anonymous and be eligible for rewards. To report emergencies, call 9-1-1. To report tips and other information, call Crimeline, 703-443-TIPS (443-8477).

Doing business with the Town- Businesses interested in working with the Town should contact the purchasing office 703-737-7176 or the town's website, www.leesburgva.org to obtain a bidders application and view posted bid opportunities.

Dead animal pickup- Contact 703-737-7073

Decals- "Town decals" are required on all vehicles garaged in town by April 15 of each year. New residents have 30 days to display their town decal with the state inspection sticker. Contact 703-771-2726.

Drop Box- A night drop box for payments is located in the corner of the Town Hall building at Market & Wirt Streets.

Employment- For information on jobs with the town contact the human resources department at 703-737-7177 or visit 25 W. Market Street or www.leesburgva.org. Job notices are also posted in local newspapers and professional journals.

Fire and Rescue- The town does not provide fire and rescue services. These services are provided by our **Leesburg volunteer fire companies and rescue squad**. For emergencies dial 911; for non-emergencies call **Company 1** at 703-771-7185 or 703-777-8088, **Company 20** at 703-771-9103, and the **Rescue Squad Company 13** at 703-777-7185 or 703-777-8088.

Historic Preservation- Assistance is available for home and business owners in the historic district or with historic properties. There is also a liaison for Board of Architectural Review- 703-771-2773.

Ida Lee Recreation Center- Full service center offering state-of-the-art equipment, courts, fields, recreation classes, indoor swimming pools, and meeting rooms, 703-777-1368 or www.idalee.org.

Library- Balch Library is a history and genealogy library at 208 W. Market, 703-737-7195. Rust Library, a Loudoun County library located at 380 Old Waterford Road NW, near Ida Lee Park, offers a variety of materials, services, and programs.

Mayor and Town Council– Mayor and Council do not have offices in Town Hall. Contact the Town Clerk at 703-771-2733 or visit www.leesburgva.org for e-mail links to elected officials, as well as Town Council meeting notices and agendas.

Nuisances – (Noise, weeds, trash) – 703-771-2790. For problems related to odors, contact Loudoun County Health Department at 703-777-0234.

Parks and Recreation Programs (includes information on hours, classes, reserving tennis courts or athletic fields, or meeting rooms)- 703-777-1368.

Permits- There are various types of permits in town. See "**Block Party**", "**Building**", "**Right-of-Way**", "**Sign**", "**Special Event**", or even "**Business License**" notes for more information. When in doubt, call 703-771-2700.

Police- Emergency: 9-1-1; Non-emergency: 703-771-4500; Crime Line: 703-703-443-TIPS (443-8477). Police Headquarters is located at 65 Plaza Street NE and is open and accessible to the public 24 hours a day. The department is a full service law enforcement agency. In addition to providing 24- hour police coverage to the town's citizens, the department also provides a number of community services such as installation assistance and inspection of child safety seats, crime prevention resources and guidance, child identification DNA kits, citizen's police academy, citizen's support team, youth activities, and facility tours. Each area of town has an assigned community police officer(s) and you can arrange to meet your community officer(s) by calling the non-emergency police telephone number.

Recycling- Weekly recycling is provided to residents. Please use your blue bin or a trash can marked "recycling" to recycle paper, plastic, and other light materials (see "**Trash Collection**" for schedule). Cardboard and paperboard must be broken down. For more information, a "recycling" or "yard waste" sticker for your trash can, or a free brochure, contact 703-771-2790 or trash@leesburgva.org.

- Phone books and magazines should be taken to area recycling centers, or the County landfill.
- *It is illegal to dispose of hazardous materials, like certain paints, batteries, and other chemicals.* Dispose of them at the County Landfill or during special hazardous waste disposal events.

Recycling bins/Damaged Recycling Bin- The town provides each household with a free recycling bin. Return your damaged bin to Town Government Center lobby for free replacement, 25 W. Market St.

Right of Way Permit- A permit is required to place anything or conduct any work in the right-of-way, a road, sidewalk, median area, etc. This includes a trailer, a dumpster, or sign. Contact 703-771-2790.

Special Event Permits- A permit is required to hold a special event at town facilities, in area streets, or other public right-of-ways. For block parties call Police at 703-771-4500. For other events, call 703-777-1262.

Special/Large Item Pick-up- The town provides free removal of large items like old appliances and furniture. Please place items at the curb. Contact 703-771-2790.

- *Because freon is a hazardous material, without a sticker verifying removal of freon, the town won't remove an old appliance containing freon.* Contact 703-771-2790 to help locate a company to remove freon.
- Please remove doors from appliances before placing them on the curb.

Sign Permit- This permit addresses the types of signs, location, and other factors, 703-771-2765.

Snow Removal- The town provides snow removal on town (public) streets. Snow on public town streets is removed on major roadways first, then to other streets. Note, some roads are maintained by VDOT or HOAs. Call 703-737-7073.

Street Light Outages- Several power companies own streetlights in town. Contact your local company, Dominion Virginia Power, 1-888-667-3000 or NOVEC, 1-888-335-0500. Not sure who to call, contact the town's Public Works staff at 703-737-7073.

Street Repair- Potholes, sidewalks, and weedeating, call 703-737-7073*.

Street Sweeping- Call 703-737-7073.

Sale of Surplus Property- The town disposes of its surplus property at its annual auction held on the 3rd Saturday in May. Town surplus is also available thru the Loudoun County Surplus Stores Program. For information on town auction call 703-737-7176.

Taxes- Property taxes on real estate are due in September and December. For more information, call Finance at 703-771-2726.

Town Council- The town operates under the Council-Manager form of government- the Mayor and Council are the legislative body responsible for policy decisions, while the Town Manager is the appointed chief executive who hires staff and manages town operations.

- The Town Council meets at 7:30 pm on the 2nd and 4th Monday and Tuesday of each month at Town Hall.
- All meetings are open to the public. Individuals may sign up to speak during the petitioner's section of the Tuesday meeting.
- For more information on Town Council, including meeting agendas, contact the Town Clerk at 703-771-2733 or visit www.leesburgva.org.

Town Clerk- Provides Town Council meeting materials including agendas and notices, minutes, audiotapes, and records, and handles public record requests and messages for elected officials. Call 703-771-2733.

Town Manager's Office- The Town Manager is appointed as the chief executive officer of the government. All departments report to the manager. To provide comments, ask questions, or request information on town services call 703-771-2700 or www.leesburgva.org.

Traffic Signal Repairs- Call 703-737-7073*

Traffic Tickets- The Finance Department collects payments for parking tickets issued by Leesburg Police. Call Loudoun County General District Court to pay all other tickets.

Trash Collection and Recycling- Free, weekly service for residents. *Your collection date depends on where you live:*

SE & SW Quadrants (including South King Street and W. Market Street)

Trash - Monday

Recycling - Thursday

NE & NW Quadrants (including North King Street)

Trash - Tuesday

Recycling - Friday

Comments or free brochures, 703-771-2790 or trash@leesburgva.org.

Trees- Leesburg's forestry program monitors trees in public areas or rights of way, or town property, as well as during construction. Call 703-771-2713.

Water Leaks and Sewer Back-ups- *Call the town **BEFORE** you call a plumber.* Property owners are responsible for their portion of the water line. The town will fix town property after it is confirmed that the problem is town property- town staff must verify this and perform the work. If you call a plumber to repair the town portion, you will not be reimbursed. Please call us, we have staff on call 24-hours a day. Contact 703-771-2750 between 8:30 am to 5 pm, after hours call the Police at 703-771-4500.

Water and Sewer Service- For questions, service problems, or free water conservation kits, contact the Utilities Department at 703-771-2750*. To start new service contact the Finance Department at 703-771-2726.

Water and Sewer Bill Questions- Call or stop by the Finance Department, Town Hall, 25 W. Market Street, 703-771-2726. An Automatic, direct, monthly bank payment option is available.

Yard sales- No permit is needed to hold a yard sale, however signs are not permitted in right of way areas like common areas, near sidewalks, medians of roads.

Zoning Enforcement- Zoning staff enforce town policy related to the location of signs and land use in certain areas. Contact 703-771-2765.

***For street, traffic light, sewer, or water emergencies during non-business hours, use the police non-emergency number, 703-771-4500.**

*Please note that the town does not provide **courts or public defenders, jail facilities, housing, human services (like unemployment benefits or health services), marriage licenses, passports, schools, or voter registration and elections.** In addition, County permits, licenses, or fees, (for example **County building permits or dog licenses**) may be required. For more information on County services call Loudoun County at 703-777-0100.*

Come visit us!

Leesburg's Town Government Center, or "Town Hall", is located at 25 West Market Street in the Historic District. Offices are open 8:30 am to 5 pm, Monday-Friday. A night drop-off box for payments is located in the corner of the building at Market & Wirt Streets.

The Government Center is adjacent to the town's three-level public parking garage, accessible from both Market and Loudoun Streets. Parking is free on weekends, holidays and for the first two hours that you park there on weekdays (after that, it's 50 cents per hour).

Services at Town Hall include water, sewer, and tax payments; vehicle decal purchases; business licenses; economic development; building and right-of-way related permits; engineering; planning; zoning; human resources; and damaged recycling bin returns. Town services are also provided at area parks, the Ida Lee Recreation Center, the Public Safety Center, Balch Library, and Public Works and Utilities facilities throughout town.

We are also online at: www.leesburgva.org!

QUESTIONS? COMMENTS?

Town staff is available to answer questions in person, by phone, or e-mail. We can come visit your school, business, or community group to talk about town services, or topics like crime prevention, the environment, neighborhoods, or local government in general. For more information, contact the department of interest, or the Town Manager's Office at 703-771-2700.

TOWN OF LEESBURG
25 W. MARKET STREET
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LEESBURG, VA 20178
WWW.LEESBURGVA.ORG

TOWN MANAGER'S OFFICE
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